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## BIB DATA SHEET

CONFIRMATION NO. 1508

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.	
10/076,362	02/14/2002	709	3623	AUS920011019US1	
<b>RULE</b>					
<b>APPLICANTS</b> Alexander Druyan, Brooklyn, NY; Donald A. James, Round Rock, TX; Ching Yu Conrad Lo, Saratoga, CA; Arsalan K. Lodhi, Long Beach, CA; Fabian F. Morgan, Cambridge, MA; Sandra Juni Schlosser, Austin, TX;					
<b>** CONTINUING DATA *****</b> <b>** FOREIGN APPLICATIONS *****</b> <b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b> 03/12/2002					
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and /STEPHEN S SWARTZ/ Acknowledged Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	<b>STATE OR COUNTRY</b> NY	<b>SHEETS DRAWINGS</b> 5	<b>TOTAL CLAIMS</b> 28	<b>INDEPENDENT CLAIMS</b> 5
<b>ADDRESS</b> SCHMEISER, OLSEN & WATTS 22 CENTURY HILL DRIVE SUITE 302 LATHAM, NY 12110 UNITED STATES					
<b>TITLE</b> Method and system for managing service requests across multiple systems					
<b>FILING FEE RECEIVED</b> 1052	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		